The aim of this unit is to increase your understanding of health and safety and its importance in the salon in which you work. You will develop the ability to carry out a simple risk analysis, recognise a hazard, responsibly deal with the hazards you have found and follow safe and hygienic working practices. You will also need to be able to locate firefighting equipment, first aid resources and have an awareness of fire, emergency and evacuation procedures.

This unit applies to salons or barbershops.

For the purposes of this unit the generic term of practitioner has been used to incorporate the following roles: Barber, Beauty therapist, Complementary therapist, Hairdresser, Make-up, Massage therapist, Nail technician. The term salon is used to incorporate the fixed business locations where services provided by the above practitioners may take place.
<table>
<thead>
<tr>
<th>Level</th>
<th>Credit value</th>
<th>GLH</th>
<th>Observation(s)</th>
<th>External paper(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>3</td>
<td>22</td>
<td>3</td>
<td>1</td>
</tr>
</tbody>
</table>
## Learning outcomes

**On completion of this unit you will:**

1. Be able to maintain health, safety and security practices
2. Be able to follow emergency procedures

## Evidence requirements

1. **Environment**
   - Evidence for this unit may be gathered within the workplace or realistic working environment (RWE).

2. **Simulation**
   - Simulation is not allowed in this unit.

3. **Observation outcomes**
   - Competent performance of Observation outcomes must be demonstrated on at least three occasions.

4. **Knowledge outcomes**
   - There must be evidence that you possess all the knowledge and understanding listed in the ‘Knowledge’ section of this unit. This evidence may include projects, assignments, case studies, reflective accounts, oral/written questioning and/or other forms of evidence.

5. **Tutor/Assessor guidance**
   - You will be guided by your tutor/assessor on how to achieve learning outcomes in this unit.

6. **External paper**
   - Knowledge and understanding in this unit will be assessed by an external paper. There is one external paper that must be achieved. The criteria that make up the paper are highlighted throughout this unit.
Achieving observations and range

**Achieving observation outcomes**

Your assessor will observe your performance of practical tasks. The minimum number of observations required is indicated in the evidence requirements section of this unit.

Criteria may not always naturally occur during a practical observation. In such instances you will be asked questions to demonstrate your competence in this area. Your assessor will document the criteria that have been achieved through oral questioning.

Your assessor will sign off an outcome when all criteria have been competently achieved in a single client service.

**Achieving range**

There is no range section that applies to this unit.
Learning outcome 1

Be able to maintain health, safety and security practices

You can:

a. Conduct yourself in the workplace to meet with health and safety practices and salon policy
b. Deal with hazards within your own area of responsibility following salon policy
c. Maintain a level of personal presentation, hygiene and conduct to meet with legal and salon requirements
d. Follow salon policy for security
e. Make sure tools, equipment, materials, and work areas meet hygiene requirements
f. Use required personal protective equipment
g. Position yourself and the client safely
h. Handle, use, and store products, materials, tools, and equipment safely to meet with manufacturers’ instructions
i. Dispose of all types of salon waste safely and to meet with legal and salon requirements

*May be assessed through oral questioning.

<table>
<thead>
<tr>
<th>Observation</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>Optional</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date achieved</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Criteria questioned orally</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Portfolio reference</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Assessor initials</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Learner signature</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below*:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

*This is not an exhaustive list.

Achieving the external paper

The external paper will test your knowledge of the criteria highlighted. A pass mark of 70% must be achieved.

Your assessor will complete the following table when the 70% pass mark has been achieved.

<table>
<thead>
<tr>
<th>Paper</th>
<th>Date achieved</th>
<th>Assessor initials</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 of 1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## Learning outcome 1

### Be able to maintain health, safety and security practices

<table>
<thead>
<tr>
<th>You can:</th>
<th>Portfolio reference/ Assessor initials*</th>
</tr>
</thead>
<tbody>
<tr>
<td>j. Explain the difference between legislation, codes of practice and workplace policies</td>
<td></td>
</tr>
<tr>
<td>k. Outline the main provisions of health and safety legislation</td>
<td></td>
</tr>
<tr>
<td>l. State the employer’s and employee’s health and safety responsibilities</td>
<td></td>
</tr>
<tr>
<td>m. State the difference between a ‘hazard’ and a ‘risk’</td>
<td></td>
</tr>
<tr>
<td>n. Describe hazards that may occur in a salon</td>
<td></td>
</tr>
<tr>
<td>o. State the hazards which need to be referred</td>
<td></td>
</tr>
<tr>
<td>p. State the purpose of personal protective equipment used in a salon during different services</td>
<td></td>
</tr>
<tr>
<td>q. State the importance of personal presentation, hygiene, and conduct in maintaining health and safety in the salon</td>
<td></td>
</tr>
<tr>
<td>r. State the importance of maintaining the security of belongings</td>
<td></td>
</tr>
<tr>
<td>s. Outline the principles of hygiene and infection control</td>
<td></td>
</tr>
<tr>
<td>t. Describe the methods used in the salon to ensure hygiene</td>
<td></td>
</tr>
<tr>
<td>u. Describe the effectiveness and limitations of different infection control techniques</td>
<td></td>
</tr>
<tr>
<td>v. Describe how to dispose of different types of salon waste</td>
<td></td>
</tr>
</tbody>
</table>

*Assessor initials to be inserted if orally questioned. Requirements highlighted are assessed in the external paper.
## Learning outcome 2

**Be able to follow emergency procedures**

<table>
<thead>
<tr>
<th>You can:</th>
<th>Portfolio reference/Assessor initials*</th>
</tr>
</thead>
<tbody>
<tr>
<td>d. Identify named emergency personnel</td>
<td></td>
</tr>
<tr>
<td>e. Describe procedures for dealing with emergencies</td>
<td></td>
</tr>
<tr>
<td>f. Outline the correct use of firefighting equipment for different types of fire</td>
<td></td>
</tr>
<tr>
<td>g. State the dangers of the incorrect use of firefighting equipment on different types of fires</td>
<td></td>
</tr>
<tr>
<td>h. State the importance for reporting and recording accidents</td>
<td></td>
</tr>
<tr>
<td>i. Describe the procedure for reporting and recording accidents</td>
<td></td>
</tr>
</tbody>
</table>

*Assessor initials to be inserted if orally questioned.
Requirements highlighted are assessed in the external paper.
This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

Learning outcome 1: Be able to maintain health, safety and security practices

Working in accordance with current health and safety legislation: Health and Safety at Work Act, Management of Health and Safety at Work Regulations, Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR), Health and Safety (First Aid) Regulations, Manual Handling Operations Regulations, Control of Substances Hazardous to Health Regulations (COSHH), Personal Protective Equipment at Work Regulations (PPE), Electricity at Work Regulations, Workplace (Health, Safety and Welfare) Regulations, Provision and Use of Work Equipment Regulations, Equality Act, Data Protection Act (UK General Data Protection Regulations (GDPR)), Environmental Protection Act.

Hazards and risks: A hazard is something that has the potential to cause harm. A risk is the likelihood of a hazard happening.

Hazards – require immediate attention, level of responsibility, report, nominated personnel, duty to recognise/deal with hazards.

Reasons for risk assessment – staff, visitor, client health and safety, minimise hazards and risks, maintain safe environment, legal requirement.

Salon hazards: Require immediate action – refer to job description, level of responsibility, report, duty to recognise/deal with hazards, training on dealing with hazards, deal with hazards without endangering self/others, if in doubt call for assistance, nominated personnel, duty to recognise/deal with hazards.

Environmental – wet/slippery floor, cluttered passage/corridors, rearrange furniture, blocked passageway/entrance/exit.

Equipment – broken, worn, faulty, incorrect use.

Chemicals – leaking, damaged packaging.

Security (cash) – unattended reception/till, money in transit, cash left in till overnight.

Security (people) – staff, clients, visitors, children, personal belongings, disregard of systems (security, emergency evacuation, storage/use of confidential staff/client records, business information).

General hygiene: Clean/disinfect work area/surfaces, clean/sterilise/sanitise tools and equipment, fresh towels for each client, place dirty towels in covered bin, dispense products with a spatula, pump or spray, use disposables as appropriate to treatment/service, no smoking/vaping, maintain personal hygiene, replace loose lids (uncapped bottles and pots) sanitise practitioners’ hands before, during and after treatments/services.
Learning outcome 1: Be able to maintain health, safety and security practices (continued)

Salon policy for security:
- **Cash** – staff training, point of sale, regular banking, in transit.
- **People** – staff, clients, visitors, children, personal belongings, systems (security, emergency evacuation, storage/use of confidential staff/client records, business information).
- **Belongings** – client to retain personal belongings where possible, empty pockets prior to hanging coat, staff belongings to remain in staff room, avoid personal items in salon.
- **Security breaches** – inform salon/barbershop owner/lecturer/teacher, review records (stock levels/control, monitor takings, inventory of equipment, manual and computerised records), take statements, eye witness accounts, review findings, call in police, notify data protection registry/clients of breach, maintain confidentiality, could result in loss of employment.

**Equipment:** Follow organisational/manufacturers’/suppliers’ instructions for safe use, only used for intended purpose, usage, handling, storage, cleaning, lifting, visual checks, worn, faulty, repairs, maintenance.

**Maintenance of tools and equipment:** Equipment and tools cleaned, washed, appropriate sterilisation (barbicide, autoclave, UV, sterilising spray), complete destruction of all living organisms on tools and equipment, disinfection (remove contamination from hard surfaces, large work areas, floors and work surfaces), heat or chemical methods, bactericides, fungicides, viricides, full access around work area, safe professional presentation tools and equipment, visual check on large/small equipment, portable appliance tested, bed/seat/basin (select height).

**Preparation of work area:** Work station/bed/chair/trolley, equipment cleaned, appropriate sterilisation (barbicide, autoclave, UV, sterilising spray), complete destruction of all living organisms on tools and equipment, disinfection (remove contamination from hard surfaces, large work areas, floors and work surfaces), heat or chemical methods, bactericides, fungicides, viricides, full access around work area, safe professional presentation tools and equipment, visual check on large/small equipment, portable appliance tested, bed/seat/basin (select height).

**How to follow safe and hygienic working practices:**

**Management of health and safety at work:** Clean, tidy, safe standards of working, remove spillages, report slippery surfaces, remove/report obstacles, clear access to trolleys and equipment, clean/disinfect/sanitise/sterilise work areas/surfaces, equipment and tools as appropriate, no smoking/vaping, eating, drinking or drugs.

**Personal protective equipment (PPE):** Use appropriate personal protective equipment for self and client, for example, the use of gloves when using cleaning chemicals.

**Electricity at work:** Visual check of equipment, no trailing wires, portable appliance testing.

**Manual handling:** Moving stock, lifting, working heights, unpacking, posture, deportment, balance weight, protect back, prevent slouching, avoid straining or overreaching.
Learning outcome 1: Be able to maintain health, safety and security practices (continued)

**Towels:** Wash regularly and efficiently, use fresh/single use towels for every client, place dirty towels in a covered bin.

**Reporting of injuries, diseases and dangerous occurrences:** Accident book, reporting diseases, byelaws, code of conduct, risk assessment.

**Control of substances hazardous to health:** Store, handle, use, disposal, replace lids, ventilation for vapour and dust, avoid over exposure to chemicals, use manufacturers’ instructions for use, PPE.

**Professional ethical conduct:** Follow health and safety and organisational policies and procedures and code of conduct, demonstrate integrity, respect, flexibility and adaptability, co operate with others, value client(s), use appropriate language, maintain a polite, cheerful and welcoming manner (friendly facial expressions, positive attitude, eye contact, open body language), maintain confidentiality, demonstrate respect for clients, colleagues and competitors, avoid gossip, take pride in work, maintain punctuality, uphold employer and client loyalty, work within limits of own authority and ability.

**Professional appearance:** Clean professional uniform, unobtrusive jewellery or piercings, hair clean and styled, closed in footwear, personal hygiene and cleanliness (shower/bath, cover cuts and abrasions, deodorant or antiperspirant, avoid use of overpowering fragrance), oral hygiene (clean teeth, fresh breath), nails (appropriate in length, clean, in good condition and maintained).

**Client preparation and care:** Preparing for and performing a treatment/service taking into account any specific requirements and diverse needs the client may have, for example, culture, religion, health conditions, working in accordance with current equality legislation.

**Work area:** Prepare in accordance with organisational requirements and health and safety standards, clean and hygienic – clean/disinfect/sanitise/sterilise work area, tools and equipment, sufficient ventilation, appropriate room temperature, lighting, ambience, music, hygienic set up of chair and trolley, effective, ergonomic positioning of necessary products, tools and equipment to allow for ease of access, movement and safe practice.

**Position yourself and the client appropriately:**

**Practitioner** – position self safely, when you sit or stand ensure good posture (straight back, stand upright, even weight distribution, maintain balance, remain relaxed, don’t over stretch), poor posture will result in fatigue, uneven service, back/shoulder injury.

**Client** – seated/laid comfortably (adjust height of chair, adjust back rest of bed), if seated keep feet flat on floor, legs uncrossed, back supported, regular comfort breaks.
Learning outcome 1: Be able to maintain health, safety and security practices (continued)

The difference between health and safety legislation, regulations and code of conduct:

Legislation and regulations – government led, implemented, monitored.

Code of practice and policies – salon/barbershop led, implemented, monitored.

Employer responsibility for safety of staff/employees/clients: Hold current/valid liability insurance, display health and safety rules covering staff/employees/clients/fire evacuation, provide regular training, accurate record keeping, monitoring, consult experts.

Liability insurance: Employers, public, professional indemnity.

Infection prevention: Infection prevention and control measures, universal and standard precautions, for example, hand hygiene- handwashing, hand sanitising, respiratory hygiene, cough etiquette, use of PPE, safe management of the working environment and treatment/service resources, for example, cleaning, disinfection, sanitisation, sterilisation of working areas/surfaces, equipment and tools, safe management of linen, safe disposal of waste.

Environmental working practices: Effective and energy efficient working practices, for example, lighting, heating and ventilation to meet the Workplace (Health, Safety and Welfare) Regulations (or local regulation requirements to the country being delivered in) for clients and employees’ water conservation, environmental waste management.

Sustainable working practices: For example, use products with ingredients from sustainable sources, minimal and sustainable packaging, recyclable, bio-degradable or compostable options for products, disposables and single-use items, record product usage, paper-free appointment systems and pricelists, energy uses reduction, green energy, reduce carbon footprint.

Disposal of waste: Lined waste bin with a lid, byelaws/organisational policies and procedures for disposal of waste – non-hazardous, clinical, sharps, chemical, mixed municipal, general and confidential, recyclable; environmental protection, single use items, dispose of all waste in accordance with manufacturers’ instructions.
Learning outcome 2: Be able to follow emergency procedures

Emergency procedures:

**Accidents** – call ambulance, nominated first aider, follow the organisations policy, maintain and update records.

**First aid** – call nominated first aider, follow the organisations policy, ensure accurate records.

**First aid equipment** – first aid box(es), list of equipment, general advice leaflet, individually wrapped sterile plasters in assorted sizes, sterile eye pads, individually wrapped triangular bandages, safety pins, large and medium sterile dressings, disposable gloves, eyewash.

**Fire evacuation** – nominated assembly point, fire wardens, regular simulation/drills.

**Incidents** – call security, emergency external numbers 999 (UK) or 112 (EU), follow the organisations policy.

**Position of firefighting equipment** – induction process.

**How to use firefighting equipment** – designated personnel, initial/ongoing training.

**Records and documentation** – initial/ongoing training, up-to-date, accurate.

**Safety drills** – induction process, initial/ongoing training person, regular simulation/drills.

**Staff responsible for safety** – overall safety; nominated health and safety officer (internal/external). All staff are responsible for day to day.

Firefighting equipment: Location, extinguishers (water, foam, powder, CO2 gas), sand bucket, fire blanket, alarm.

Incorrect use of firefighting equipment: Fire could escalate or become uncontrollable, injury to staff/clients, risk to life, damage to belongings/property.